



UTAH WIC PROGRAM

Vendor Management

Interactive Training® for
WIC Vendors

THE PURPOSE OF THE WIC PROGRAM

The Women, Infants and Children Program (WIC) is a special supplemental food program providing nutritious foods that are high in *iron, protein, calcium, and vitamins A, C, and D.*



THE PURPOSE OF THE WIC PROGRAM

The WIC Program serves:

- *Pregnant, postpartum, & breastfeeding women*
- *Infants*
- *Children up to five (5) years of age*



THE PURPOSE OF THE WIC PROGRAM

WIC participants :

- *Must meet income criteria*
- *Be determined by health professionals to be at nutritional risk*

THE PURPOSE OF THE WIC PROGRAM

The Retailer's Role:

- *Provide WIC participants with nutritious food products*
- *Transact the WIC checks for the specific food items in the sizes and quantities listed on the check*

The WIC Program can be a profitable part of the store's business



UTAH WIC AUTHORIZED FOODS

- *Only foods listed in the Utah Authorized WIC Food List can be purchased*
- *A “Special Food Letter” is required for any exceptions*
- *The food list should be accessible at each check stand*
- *Cashiers should be familiar with the WIC food items on the authorized list*



UTAH WIC AUTHORIZED FOODS

When “Store brand/Private label” is indicated

- *A private label or a store brand must be purchased*
- *If no store brand or private label is carried by the store, the WIC customer may purchase the cheapest brand name*
- *For cold cereal and juice, stores must carry a store brand/private label and cannot substitute a name brand*

UTAH WIC AUTHORIZED FOODS

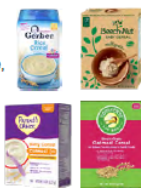
health.utah.gov/wic

Infant Cereal

Buy: Dry, 8 oz box

Gerber, Beechnut, Parent's Choice, Kroger Comforts

- Oatmeal
- Rice
- Mixed Grain/Multigrain
- Barley
- Whole Wheat



Do Not Buy: With added formula, fruit, yogurt, probiotics or DHA/ARA; Beechnut Good Morning, organic

Baby Food

Buy: Single or mixed fruit and/or vegetables

4 oz jar, Stage 2 and 2 1/2 Textures are allowed

- Gerber, Beechnut, Beechnut Goya, Happy Naturals



2-packs count as 2 jars

4 oz 2-packs

- Target Up & Up



Do Not Buy: Medleys, dinners, delights, custards, cobblers, desserts, organic or added: DHA/ARA, cereal, pasta, rice, meat, sugar, salt

Baby Food Meat

Baby food meats are an extra benefit for fully-breastfed infants.

Buy: "Single meat" variety with added broth or gravy

- 2.5 oz jar
- Gerber, Beechnut, Happy Naturals



Do Not Buy: Meat sticks, dinners, organic or added: DHA/ARA, pasta, rice, vegetables, sugar, salt

Infant Formula

Buy: Size and description as printed on check



Milk

Buy: *Store brand/private label

- Pasteurized. Size, description, and fat content as printed on check.
- Lactose-free milk only if printed on check

Do Not Buy: Flavored, Skim Royale/Delight, unpasteurized, raw

Cheese

Buy: *Store brand/private label

- Block, domestic. May combine different sizes to equal amount printed on check.

- Cheddar (mild, medium, or sharp)
- Colby
- Colby Jack
- Longhorn
- Longhorn Colby
- Monterey Jack
- Mozzarella



Do Not Buy: Deli, sliced, shredded, string, reduced-fat, cheese food/spread/product

Eggs

Buy: *Store brand/private label

- Large or medium, white

Do Not Buy: Brown, cage-free, omega-3



Juice

Buy: *Store brand/private label

- Unsweetened, 100% juice; single flavor only
- Size as printed on check
- Regular flavor or low sodium for tomato/vegetable juice

Do Not Buy: Refrigerated juices (except orange juice), cocktails, blends, nectars, white grapefruit juice, 59 oz container

Calcium-fortified juice and cranberry juice require a Special Food Letter.

Children: 64 oz container

- 64 oz refrigerated container for orange juice is allowed



Apple | Grape or White Grape | Tomato



Apple | Grape or White Grape | Pineapple
Grapefruit | Orange | Vegetable



Apple | Grape or White Grape | Pineapple | Grapefruit
Tomato or Vegetable | Orange

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Apple | Grape or White Grape | Tomato
or Vegetable | Orange



Apple | Grape or White Grape | Orange | Tomato or
Vegetable | Pineapple | White Grapefruit



Apple | Grape or White Grape | Tomato or Vegetable

Women: 12 oz Frozen Juice

Albertsons/Essential Everyday:
Apple | Grape | Orange

Great Value:
Apple | Grape
Grapefruit | Orange

Kroger: Grape | Grapefruit
Pineapple | Orange | Apple

Western Family: Apple | Grape
Orange | Grapefruit

WinCo: Apple | Orange

UTAH WIC AUTHORIZED FOODS

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Fruits & Vegetables



Buy: Dollar amount as listed on cash value voucher

- Whole, pre-cut or packaged fresh fruits & vegetables
- Fresh salsa without added sugar or oil is allowed
- Organic allowed

Do Not Buy: Frozen, canned, dried, roasted, decorative, packages with dips, dressings, added nuts or noodles, salad bars, party trays, herbs and spices (see below), salsa with sugar or oil, pasteurized salsa, white potatoes (i.e., white, russet, Yukon gold, new, red, blue, purple), mixed vegetables containing white potatoes

The following herbs and spices are not allowed:

Anise, dill, parsley, basil, fenugreek, rosemary, bay leaves, horseradish, sage, caraway, lemon grass, savory, chervil, marjoram, tarragon, chives, mint, thyme, cilantro, oregano, vanilla bean, aloe vera



Beans & Lentils



Buy: *Store brand/private label

- 1 lb (16 oz) dry package
- Low sodium allowed
- 15-16 oz can
- Black, Black-eye Peas, Butter Beans, Fat Free Refried Beans, Garbanzo (chickpeas), Great Northern, Kidney, Lentils, Lima, Navy, Pinto, Red, Split Peas, White

Do Not Buy: Added vegetables or fruits, added sugar, fats or oils, flavored, bean soup mix, mayocoba, mixed beans, chili, baked beans, beans with meat, canned green peas, snap beans, green beans, wax beans, any other variety of refried beans

Peanut Butter

Buy: *Store brand/private label

- 16-18 oz creamy, crunchy, extra crunchy, reduced fat or natural

Do Not Buy: Added honey/jelly, marshmallows, chocolate, or other similar ingredients, peanut butter spread



Canned Fish



Canned fish is an extra benefit for mothers who are fully breastfeeding.

Buy: 5 oz chunk light tuna, pink salmon, or jack mackerel, water or oil packed

- Tuna: *Store brand/private label
- Salmon: *Store brand/private label
- Jack Mackerel: *Store brand/private label

Do Not Buy: Solid white or chunk white albacore tuna; red, blueback, atlantic, or sockeye salmon; low sodium; gourmet; flavored/seasoned; pouches

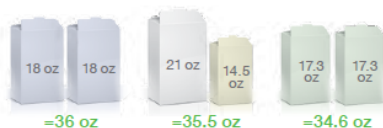
UTAH WIC AUTHORIZED FOODS

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Cereal

Buy: *Store brand/private label, (12 oz sizes or larger for cold cereal). Boxes or bags in combinations equal to or less than amount printed on check. May buy infant or hot cereal as part of combination.

Examples of combinations not to exceed 36 oz:



Do Not Buy: Cold cereal box sizes smaller than 12 oz, added fruit, or low sugar

These store brand/private label cereals meet the Federal WIC guidelines for iron and sugar content.



Essential Everyday: Bran Flakes | Nutty Nuggets | Toasted Oats | Frosted Shredded Wheat (bite-size) | Crunchy Oat Squares (Original Only) | Corn Flakes | Crispy Rice | Crunchy Corn Squares | Crunchy Rice Squares | Honey Oats & Flakes (Original or Almonds)

Great Value



Great Value: Crunchy Honey Oats | Frosted Shredded Wheat | Bran Flakes | Corn Flakes | Crisp Rice | Crunchy Nuggets | Toasted Corn | Toasted Rice | Toasted Wheat | Toasted Oat | Crunchy Oat Squares



WinCo: Toasted Oats | Corn Flakes | Frosted Shredded Wheat (bite-size) | Crisp Rice



Western Family: Corn Flakes | Frosted Shredded Wheat (bite-size) | Corn Squares | Rice Squares | Crisp Rice | Wheat Squares | Toasted Oats | Wheat Bran | Oats & More (Original or Almonds) | Good Choice (Original or Cinnamon)

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Hot Cereal (Regular flavor only)



Western Family: Creamy Wheat Farina | Instant Oatmeal (packets only)



WinCo: Instant Oatmeal (packets only)



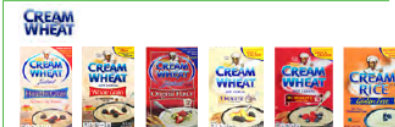
Kroger: Instant Oatmeal (packets only) | Instant Grits Original



Great Value: Instant Oatmeal (packets only)



Essential Everyday: Instant Oatmeal (packets only)



Cream of Wheat: Instant Healthy Grain Cream of Wheat | Whole Grain Cream of Wheat | Cream of Wheat Instant | Cream of Wheat 1 Minute | Cream of Wheat 2 1/2 Minutes | Cream of Rice



Malt-O-Meal: Original Hot Wheat | Creamy Hot Wheat | Chocolate Hot Wheat | Oat Revolution Oatmeal Packets

Kroger



Kroger: Rice Blitz | Oat Squares | Toasted Oats | Corn Flakes | Frosted Shredded Wheat (bite-size; Original Blueberry or Strawberry) | Nutty Nuggets | Bran Flakes | Honey Crisp Medley (Original or Almonds) | Living Well | Crispy Rice | Multi-Grain Toasted Oats



Market Pantry: Frosted Shredded Wheat (bite-size; Original or Strawberry) | Toasted Oats | Honey & Oat Mixers (Original or Almonds)

Malt-O-Meal



Malt-O-Meal: (Bags or Boxes) Oat Blenders with Honey (Original or Almonds) | Frosted Mini Spooners (Original, Blueberry or Strawberry Cream) | Crispy Rice

UTAH WIC AUTHORIZED FOODS

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Whole Grain Options

Whole Wheat Bread

Buy: 100% Whole Wheat Bread, 16 oz



Dunford Bakers: Wheat Bread 16 oz, Multigrain Bread

Smith's: 100% Whole Wheat Round Top Bread

Papa Pita's Bakery: Great Grains 100% Whole Wheat Bread

Sara Lee: Classic 100% Whole Wheat

Franz: 100% Whole Wheat

Wonder: 100% Whole Wheat

• Authorized 100% whole wheat bread from WIC approved vendors with in-store bakeries

Do Not Buy: Buns, rolls, bagels, white bread

Brown Rice

Buy: *Store brand/private label

- 14 oz (Instant only) | 16 oz (Regular, quick-cooking)
- Regular, quick-cooking, instant

Do Not Buy: Boil-in-bag, ready-to-serve, added flavors/seasonings



Whole Wheat Pasta

Buy: *Store brand/private label

- 16 oz package
- Whole wheat flour and/or whole durum wheat flour must be the only flour ingredients listed



Do Not Buy: Pasta made with white flour or a mix of different types of flour or with added sugars, fats, oils, or salt (sodium)

Tortillas

Buy: Whole Wheat or Corn Tortillas, 16 oz

Guerrero: White Corn



La Burrita: Yellow Corn



Kroger: Whole Wheat



La Casa: Whole Wheat



Ortega: Whole Wheat



La Victoria: Whole Wheat



Herdez: Fajita Whole Wheat White Corn



Mission: Whole Wheat or Yellow Corn



Carlita: Whole Wheat or Corn



Don Pancho: Whole Wheat or White Corn



Do Not Buy: White flour tortillas, hard shells, wraps, uncooked

UTAH WIC AUTHORIZED FOODS

UPC Database for WIC Foods

- *Update UPCs for all authorized WIC food items (remove unauthorized items)*
- *There may be several brands that are authorized*
- *If a UPC is not recognized as a WIC item, contact a supervisor if you have questions*



VENDOR PEER GROUPING

- *Vendor peer grouping is based on various criteria such as: store type, size, sales volume, and location*
- *Using a statistical formula, WIC vendors are placed in one of five peer groups*
- *Peer grouping is used to determine maximum allowable prices and minimum stocking requirements*



VENDOR PEER GROUPING

- *Federal cost containment regulations require vendor pricing on WIC foods to be competitive with other vendors in the same peer group*
- *Your peer grouping can be found on your WIC Vendor Agreement*

MINIMUM INVENTORY REQUIREMENTS



- *Each retailer must stock a variety of WIC foods in the quantities and sizes specified in the Vendor Agreement*
- *Stores must acquire additional quantities or brands of infant formula in order to redeem checks within 72 hours of notification of the need*
- *Refer to the Vendor Agreement to determine the minimum inventory levels for your peer group*

AUTHORIZED WHOLESALERS

- *WIC vendors may only obtain infant formula from State approved wholesalers, distributors or retailers*
- *An approved list is available from the State Agency or on the Utah WIC website*



TRANSACTIONING WIC CHECKS

TRANSACTIONING WIC CHECKS

The following are examples of two types of WIC checks...

TRANSACTIONING WIC CHECKS

Regular Check



UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013

75-1248
919

Acct #: 805319

68688459

First Date to Use: 4/1/2014

Last Date to Use: 4/30/2014

VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT

THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

9900090

Clinic ID: 32-23251 Name: Sally Sample

FID: 542081

1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP

X

ENDORSER / PROXY SIGNATURE

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

Customized Payment Solutions

⑈68688459⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

Cash Value Voucher



UTAH WIC PROGRAM

UTAH DEPARTMENT OF HEALTH

DIVISION OF FAMILY HEALTH & PREPAREDNESS

BOX 141013 • SALT LAKE CITY, UTAH 84114-1013

VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT

THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1248
919

Acct #: 805319

68688457

First Date to Use: 4/1/2014

Last Date to Use: 4/30/2014

9900088

Clinic ID: 32-23251 Name: Sally Sample

FID: 542081

**** MAXIMUM VALUE \$10.00 ****

FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE

This participant's certification ends on 02/28/2023.

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

Customized Payment Solutions

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP



X

ENDORSER / PROXY SIGNATURE

⑈68688457⑈ ⑆091912482⑆ 805319⑈


TRANSACTIONING WIC CHECKS

When presented with either type of WIC check, ask to see the Utah WIC I.D. Packet

 <small>UTAH WOMEN, INFANTS & CHILDREN</small>	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 <small>VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small>	<small>75-1248 919</small> Acct #: 805319	68688457 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
Clinic ID: 32-23251 Name: Sally Sample **** MAXIMUM VALUE \$10.00 **** FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE This participant's certification ends on 02/28/2023.	FID: 542081 	9900088 PAY TO VENDOR NUMBER / DATE USED STAMP X	PAY EXACTLY \$ ENDORSER / PROXY SIGNATURE
<small>RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349. ©2013 Solutran</small>			



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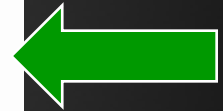
 <small>UTAH WOMEN, INFANTS & CHILDREN</small>
THIS ID PACKET MUST BE PRESENTED TO RECEIVE AND REDEEM WIC CHECKS
Endorser Name(s): _____
Family ID # _____
Participant Names: 1. _____ 2. _____ 3. _____ 4. _____ 5. _____
SIGNATURE ON WIC CHECKS MUST MATCH ONE OF THE SIGNATURES BELOW:
X _____ Endorser Signature
X _____ Alternate Endorser Signature
X _____ Proxy #1 Signature
X _____ Proxy #2 Signature
TREAT YOUR WIC CHECKS LIKE CASH <small>Protect them from being lost, stolen or destroyed</small>

TRANSACTIONING WIC CHECKS

*Examine the “First Date to Use” and the
“Last Date to Use” dates*

 UTAH WOMEN, INFANTS & CHILDREN		UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013		75-1248 919	Acct #: 805319	68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.				99000090		
Clinic ID: 32-23251 Name: Sally Sample				FID: 542081		
1 (16-18 OZ) AUTHORIZED PEANUT BUTTER 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 2 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE						
				PAY TO		
				VENDOR NUMBER / DATE USED STAMP		
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.				Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349		
				X		
				ENDORSER / PROXY SIGNATURE		

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TRANSACTIONING WIC CHECKS

Verify the selected items against each check and the Utah WIC Authorized Foods booklet

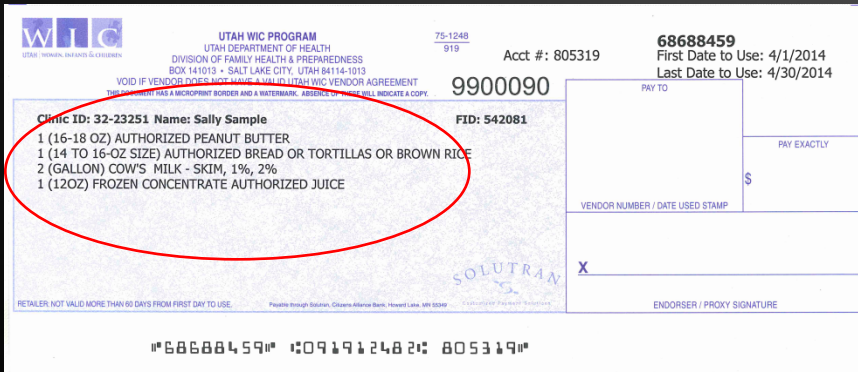

A sample Utah WIC check form. The header includes the WIC logo, 'UTAH WIC PROGRAM', 'UTAH DEPARTMENT OF HEALTH', 'DIVISION OF FAMILY HEALTH & PREPAREDNESS', and the address 'BOX 141013 • SALT LAKE CITY, UTAH 84114-1013'. It also shows the account number 'Acct #: 805319' and the check number '9900090'. The date '75-1248 919' is in the top right. A red circle highlights the list of authorized items: '1 (16-18 OZ) AUTHORIZED PEANUT BUTTER', '1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE', '2 (GALLON) COW'S MILK - SKIM, 1%, 2%', and '1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE'. A green arrow points to this list. The form also includes fields for 'FID: 542081', 'PAY TO', 'VENDOR NUMBER / DATE USED STAMP', and 'ENDORSER / PROXY SIGNATURE'. A large 'X' is marked in the signature area. The bottom of the check features a barcode and the number '805319'.

TRANSACTIONING WIC CHECKS

- *Scan the food listed on the check (each check is a separate transaction)*

- *The WIC customer is not required to purchase all of the items listed on the check*

- *If the WIC customer wishes to purchase an item the store does not have in stock, no transaction should take place; no rain checks can be issued*



UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
VOID IF VENDOR DOES NOT MAKE A MANUAL UTAH WIC VENDOR AGREEMENT
THIS CHECK MUST HAVE A MICROPRINT BORDER AND A WATERMARK. ABSOLUTE SECURITY CHECKS WILL INDICATE A COPY.

75-1548
919

Acct #: 805319

68688459
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

9900090

Pay TO

CLINIC ID: 32-23251 Name: Sally Sample

FID: 542081

1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY EXACTLY \$

VENDOR NUMBER / DATE USED STAMP

X

ENDORSE / PROXY SIGNATURE

RETAILER NOT VALID MORE THAN 90 DAYS FROM FIRST DAY TO USE.

168688459 09090902482: 805319

TRANSACTIONING WIC CHECKS

Promotions

- *If there is a “buy one get one free” coupon or sale, the amount of food offered for free is NOT counted against the items on the check*
- *Stores cannot provide incentive items just to WIC customers that are not provided to other customers*

TRANSACTIONING WIC CHECKS

WIC Food Items on Sale

- *If a WIC food item is on sale, the vendor must allow the WIC client to purchase the item at the sale price*



TRANSACTIONING WIC CHECKS

Loyalty Cards & Coupons

- *Loyalty cards, manufacturer's coupons and store coupons can be used with WIC checks and must be allowed by the retailer*
- *Sales tax cannot be charged to the WIC Program*

TRANSACTIONING WIC CHECKS

- *After totaling the items on one specific check, write in the numerical total in the “Pay Exactly” box*
- *The numbers must be legible*
- *Use a black pen*
- *No “\$” dollar signs*

WIC UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141015 • SALT LAKE CITY, UTAH 84114-1015
VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT
THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1248
919
Acct #: 805319
68688459
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

9900090
FID: 542081

Clinic ID: 32-23251 Name: Sally Sample
1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY TO
PAY EXACTLY
9.83
VENDOR NUMBER / DATE USED STAMP
ENDORSE / PROXY SIGNATURE

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens National Bank, Nevada, NV 89409. Solutran

68688459 0919124821 805319

TRANSACTIONING WIC CHECKS

- *If you make a mistake writing the total, cross out the incorrect amount, & write in the corrected amount in the Pay Exactly box (do not use liquid whiteout)*
- *Make sure the new amount is **READABLE!***

TRANSACTIONING WIC CHECKS

- *Ask the customer to sign the check*
- *You must witness the signature, and it must match one of the authorized signatures on the ID Packet*

WIC UTAH | WOMEN, INFANTS & CHILDREN

UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
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Clinic ID: 32-23251 Name: Sally Sample FID: 542081

1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
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1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

Acct #: 805319 9900090

75-1248 919

68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014

PAY TO

PAY EXACTLY \$ 13.81

VENDOR NUMBER / DATE USED STAMP

X Joan Zabriski

ENDORSER / PROXY SIGNATURE

RETAILER NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

168688459 091912482 805319

WIC UTAH | WOMEN, INFANTS & CHILDREN

THIS ID PACKET MUST BE PRESENTED TO RECEIVE AND REDEEM WIC CHECKS

Endorser Name(s): _____

Family ID # _____

Participant Names:

1. _____

2. _____

3. _____

4. _____

5. _____

SIGNATURE ON WIC CHECKS MUST MATCH ONE OF THE SIGNATURES BELOW:

X Joan Zabriski
Endorser Signature

X _____
Alternate Endorser Signature

X _____
Proxy #1 Signature

X _____
Proxy #2 Signature

TREAT YOUR WIC CHECKS LIKE CASH
Protect them from being lost, stolen or destroyed

TRANSACTIONING WIC CHECKS

TRANSACTIONING WIC CHECKS

Altered checks

- *Cashiers should not accept checks that have been altered in any way*
- *Checks that have been pre-signed should not be accepted*



TRANSACTIONING WIC CHECKS

- *A store associate (usually the bookkeeper) will place the vendor number/date stamp on the front of the check before depositing it to the bank*
- *There can be no handwriting in this box*

WIC
UTAH - WOMEN, INFANTS & CHILDREN

UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013

75-1248
919

Acct #: 805319

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2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USER STAMP

X

ENDORSE / PROXY SIGNATURE

RETAILER NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.

Payable through Solutran, Citizens Alliance Bank, Hesper Lake, MN 55349

SOLUTRAN

805319

TRANSACTIONING WIC CHECKS

- *If the vendor number or redemption date is not readable the check will not be accepted by the bank*
- *To correct a stamp imprint error, cover with a white sticker and re-stamp.*

TRANSACTIONING WIC CHECKS

WIC checks cannot be paid with the following redemption errors:

- *Checks redeemed prior to the First Date to Use, or after the Last Date to Use,*
- *Checks missing the total amount*
- *Checks missing the authorized participant's signature*

TRANSACTIONING WIC CHECKS


- *Checks that have been altered*
- *If unauthorized food items were sold to the WIC customer*
- *Checks being presented at the bank after 60 days from the First Date to Use*



TRANSACTIONING WIC CHECKS

Redemption error examples:



Total price written on the check is greater than the maximum value

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.	75-1248 919	Acct #: 805319	68688457 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
Clinic ID: 32-23251 Name: Sally Sample **** MAXIMUM VALUE \$10.00 **** FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE		9900088 FID: 542081		PAY TO
This participant's certification ends on 02/28/2023.		SOLUTRAN		PAY EXACTLY \$ 10.52
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.		Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349		VENDOR NUMBER / DATE USED STAMP
		X		ENDORSER / PROXY SIGNATURE <i>Joan Zabriski</i>

⑈68688457⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

*Redemption error examples:
Price greater than the value of the food items*

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT <small>THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small>	75-1248 919	Acct #: 805319	68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
Clinic ID: 32-23251 Name: Sally Sample		FID: 542081		9900090
<div>1 (16-18 OZ) AUTHORIZED PEANUT BUTTER 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 2 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE</div>		PAY TO		<div>PAY EXACTLY \$ 76.02</div>
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.		Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349		VENDOR NUMBER / DATE USED STAMP
		X		<i>Joan Zabriski</i>
				ENDORSE / PROXY SIGNATURE
⑈68688459⑈ ⑆091912482⑆ 805319⑈				

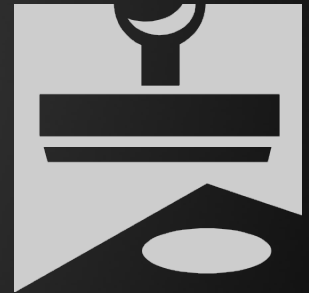
VENDOR SCREENING & REJECTED CHECKS

- *All vendors must have a procedure in place to screen WIC checks for errors before they are deposited*



VENDOR SCREENING & REJECTED CHECKS

- *If the WIC check was rejected because of a missing or unreadable vendor/date stamp, the vendor may correct the stamp and redeposit it to the bank without submitting it to the State Agency for validation*
- *The date stamped must match the date of redemption*



VENDOR SCREENING & REJECTED CHECKS

- *If a check is rejected because the purchase price is over the maximum amount, and the vendor wishes the check to be considered for payment, the vendor may mail the check to the State WIC Office*

VENDOR SCREENING & REJECTED CHECKS

- *A copy of the electronic transaction or receipt should be mailed along with the legal copy of the check*
- *The State Agency may make price adjustments to the total purchase price to ensure compliance*

VENDOR SCREENING & REJECTED CHECKS

- *The State Agency must validate (stamp) the check before the bank will accept it*
- *Validated checks must be redeposited within sixty (60) days of the “First Day to Use” date*

DEALING WITH WIC CUSTOMERS

- *On occasion, a WIC participant might violate WIC Program requirements or act inappropriately*
- *The vendor should report any violation of the Utah WIC Program on a business reply card for participant complaints*

The Utah WIC Program is very interested in knowing about specific problems you have with WIC participants or with WIC vouchers you redeem. We would also like any suggestions you have for making the program work better. If you have a problem or suggestion, please fill out this card and mail it to us.

Store Name _____ WIC ID# _____

Address _____

Signature _____

Check one or more boxes and provide details below:

☐ Participant tried to buy unauthorized items with WIC vouchers
What unauthorized food items did they try to buy? _____

☐ Participant tried to request cash in redemption of WIC vouchers or in addition to foods

☐ Participant tried to return items purchased with WIC vouchers for cash or credit

☐ Participant was verbally or physically abusive to store employees

☐ Proxy tried to sign for participant and signatures did not match

☐ Other problems: _____

Please supply the following information from the voucher:

ID Number _____

Clinic Number _____

Voucher Number _____

Participant name on the front _____

Date and Time of the incident _____

Details of the incident _____

Please secure here and return to the State WIC Office

DEALING WITH WIC CUSTOMERS

Discourteous treatment of WIC customers is not allowed.

Please treat your WIC customers with the same courtesy as any other customer would expect to receive

DEALING WITH WIC CUSTOMERS

Civil Rights

In accordance with Federal law and Department of Agriculture (USDA) policy, WIC is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability

WIC Vendors are held to this same standard



WIC Acronym & Logo

- *The WIC acronym and logo may not be used by the vendor unless approved by the State Agency*
- *Stores may not use the acronym or logo in store signs or ads*
- *WIC channel strips or shelf talkers require State Agency approval before use*

VENDOR VIOLATIONS & SANCTIONS

- *The State Agency is required to conduct Compliance Purchases (secret shopper)*
- *Investigators posing as WIC participants will check to see if stores allow WIC violations to occur.*
- *Stores may be chosen at random or based on high risk criteria including excessive redemption errors*
- *A pattern of violations may result in disqualification*



VENDOR VIOLATIONS & SANCTIONS

Federal and State Sanctions

- *The store can be held accountable for all actions of its owners, managers, and employees who commit WIC violations*



VENDOR VIOLATIONS & SANCTIONS

*Disqualification from WIC And SNAP
(the Supplemental Nutrition Assistance Program also
known as Food Stamps)*

*The State agency will disqualify a vendor who
has been disqualified from SNAP*

VENDOR VIOLATIONS & SANCTIONS

Federal Mandatory disqualification periods apply to the following WIC violations :

- *Trafficking in WIC checks – buying or selling checks for cash*
- *Selling firearms, ammunition, explosives, or controlled substances for WIC checks*
- *The sale of alcohol or tobacco in exchange for WIC checks;*

VENDOR VIOLATIONS & SANCTIONS

- *A pattern of claiming reimbursement for the sale of food which exceeds the store's documented inventory of that food;*
- *A pattern of vendor overcharges;
(intentional or unintentional)*

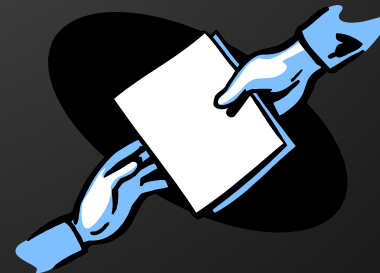
VENDOR VIOLATIONS & SANCTIONS

- *A pattern of receiving, transacting and/or redeeming WIC checks outside of authorized channels, including the use of an unauthorized vendor and/or an unauthorized person;*
- *A pattern of charging for supplemental food not received by the participant; or*

VENDOR VIOLATIONS & SANCTIONS

- *A pattern of providing credit or non-food items in exchange for WIC checks*

(No returns or exchanges of WIC foods)



VENDOR VIOLATIONS & SANCTIONS

- *A pattern of providing unauthorized food items in exchange for WIC checks, including charging for supplemental foods provided in excess of those listed on the check*



VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *State Agency violation points can be assigned for each violation which is documented.*

VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *State Agency violation points are cumulative*
- *Violation points will be removed two (2) years after the date of the violation.*

VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *Food vendors may be subject to violation points in addition to monetary claims for improper or overcharged WIC checks*



VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *Sanctions are based on the number of points accumulated for one or more violations*
- *Excessive violation points may result in vendor disqualification or monetary penalties*
- *See the Utah WIC Vendor Agreement, or Vendor Training Manual for list of violations and point values*

WIC TRAINING

All store employees who handle WIC transactions must be trained before serving customers and yearly thereafter

- *This includes cashiers, bookkeepers and management*
- *WIC provides training materials including manuals and videos*
- *WIC sends out memos about changes*
- *See the Utah WIC web site at:
www.health.utah.gov/wic*

QUESTIONS OR CONCERNS

WIC Program
P.O. Box 141013
SLC, UT 84114-1013

1-877-WIC-KIDS
www.health.utah.gov/wic

